



# ACAA Updates: Airlines' New Rules

Forms due up to 48 hours prior to flight unless otherwise noted.

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|                    | HEALTH, TRAINING, BEHAVIOR FORM             | TOILETING FORM 8 HOUR & LONGER FLIGHTS      | ACCESSIBILITY OF FORMS                       | FORM SUBMISSION  | WEBSITE   |
|--------------------|---|---|--|--|---|
| <b>ALASKA</b>      | Required                                    | Not addressed. Most flights less than 8 hrs | Yes<br>Available in HTML                     | Utilizes Open Doors  | <a href="https://www.alaskaair.com/content/travel-info/accessible-services/specialservices-support-animals">https://www.alaskaair.com/content/travel-info/accessible-services/specialservices-support-animals</a>   |
| <b>ALLEGIANANT</b> | Required via email 48 hours in advance.     | No policy                                   | Yes  | Bring to gate. Uses Open Doors   | <a href="https://www.allegiantair.com/passengers-special-needs">https://www.allegiantair.com/passengers-special-needs</a>   |
| <b>AMERICAN</b>    | Required once/year or until vaccine expires | Required once/year                          | Yes  | Emails you Service Animal ID after you upload website form, contact and flight info.             | <a href="https://www.aa.com/i18n/travel-info/special-assistance/service-animals.jsp">https://www.aa.com/i18n/travel-info/special-assistance/service-animals.jsp</a>   |
| <b>DELTA</b>       | Required for each reservation               | Required                                    | Yes  | Complete form using HTML then pdf. Then go to My Trips to submit. Must have confirmation number. | <a href="https://www.delta.com/us/en/accessible-travel-services/service-animals">https://www.delta.com/us/en/accessible-travel-services/service-animals</a>   |
| <b>FRONTIER</b>    | Required<br>Dogs must be 4 months or older  | Required                                    | No<br>Some fields mislabeled or not fillable | Submit online and bring to airport   | <a href="https://www.flyfrontier.com/travel/travel-info/special-services/?mobile=true">https://www.flyfrontier.com/travel/travel-info/special-services/?mobile=true</a>   |
| <b>HAWAIIAN</b>    | Required                                    | Required                                    | Yes  | Complicated online submission process with technical glitches                                    | <a href="https://hawaiianair.custhelp.com/app/answers/detail/a_id/682/~service-animals/track/AvPHrQpHDv8S~SUVGhse~yL5b9UqXC75Mv~O~zj~PP8H">https://hawaiianair.custhelp.com/app/answers/detail/a_id/682/~service-animals/track/AvPHrQpHDv8S~SUVGhse~yL5b9UqXC75Mv~O~zj~PP8H</a> |



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| <b>JET BLUE</b>                | Required for each flight; Forms must be with dog | Not required                           | Yes   | Uses Open Doors  | <a href="https://www.jetblue.com/at-the-airport/accessibility-assistance/service-dogs-animals">https://www.jetblue.com/at-the-airport/accessibility-assistance/service-dogs-animals</a>   |
| <b>SOUTHWEST</b>               | Required   | Not mentioned                          | Yes   | Gate or ticket counter day of travel   | <a href="https://www.southwest.com/html/customer-service/unique-travel-needs/customers-with-disabilities-pol.html#unique_travel_needs_allergies_disabilities_pol_tab_list_tab_10">https://www.southwest.com/html/customer-service/unique-travel-needs/customers-with-disabilities-pol.html#unique_travel_needs_allergies_disabilities_pol_tab_list_tab_10</a> |
| <b>SPIRIT</b>                  | Required   | Not mentioned                          | No incorrectly labeled fields and/or not fillable | Online at least 48 hours in advance or bring to gate   | <a href="https://customersupport.spirit.com/en-US/category/article/KA-01492">https://customersupport.spirit.com/en-US/category/article/KA-01492</a>   |
| <b>SUN COUNTRY</b>             | Required   | Not mentioned                          | Yes   | Email to at least 48 hours in advance. Uses Open Doors                                       | <a href="https://suncountry.com/help-center/special-services">https://suncountry.com/help-center/special-services</a>   |
| <b>UNITED</b>                  | Required   | Required                               | Yes   | Complete form using HTML then PDF upload to trip. Bring to gate/ticket counter day of travel | <a href="https://www.united.com/ual/en/us/fly/travel/special-needs/disabilities/assistance-animals.html">https://www.united.com/ual/en/us/fly/travel/special-needs/disabilities/assistance-animals.html</a>   |
| <b>WORLD ATLANTIC AIRLINES</b> | Not mentioned                                    | Not mentioned                          | N/A   | N/A  | <a href="https://www.flywaa.com/#tf-home">https://www.flywaa.com/#tf-home</a>   |



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| AIR CANADA                                   | Required - No ESA   | Required                               | No.<br>Requires digital signature<br>JAWS finds link to AA.com/privacy after date box | Email at least 48 hours in advance to acmedical@aircanada.ca For extra floor space call asap.  | <a href="https://www.aircanada.com/ca/en/aco/home/plan/accessibility.html">https://www.aircanada.com/ca/en/aco/home/plan/accessibility.html</a>   |
| WEST JET (CANADA - INCLUDES AFFILIATE SWOOP) | Assistance/Service Dogs, No forms. Verbal Attestation. (recommend bringing vet/program records)<br>No ESA   | Not mentioned                          | N/A   | Call/email at least 48 hours in advance acmedical@aircanada.ca For extra floor space call asap.  | <a href="https://www.westjet.com/en-ca/travel-info/special-needs/service-animals">https://www.westjet.com/en-ca/travel-info/special-needs/service-animals</a>                                     |
| FLAIR AIRLINES (CANADA)                      | Assistance/Service Dogs, No forms for flights within Canada. Verbal Attestation. (recommend bringing vet/program records)<br>DOT forms required for CAN/US flights. No ESAs | Required for Can/US flights only       | No incorrectly labeled fields and/or not fillable                                     | Contact the airline directly to make accommodations for the dog and additional floor space   | <a href="https://flyflair.com/travel-info/special-services/service-animals">https://flyflair.com/travel-info/special-services/service-animals</a>   |
| PORTER AIRLINES (CANADA)                     | Require ADI/IGDF certification letter, DOT forms required for CAN/USA flights. ESA with Doctor's Note and DSM5 diagnosis (within Canada Only)                               | Required for Can/US flights only       | Yes   | Contact disabilityassistance@flyporter.com at min 48 hours before travel to make accommodations for the dog and additional floor space | <a href="https://www1.flyporter.com/en-ca/travel-information/disability-assistance/service-animals">https://www1.flyporter.com/en-ca/travel-information/disability-assistance/service-animals</a> |



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| AIR TRANSAT (CANADA) | Require Air Transat SD Form for Canadian flights. DOT forms for CAN/USA travel. ESA's require Air Transat Form (within Canada only) | Required                               | No incorrectly labeled fields and/or not fillable | Contact the airline at time of booking or at minimum 48hrs before travel. Breed bans in place      | <a href="https://www.airtransat.com/en-CA/travel-information/special-services/accessibility-special-needs-and-medical-equipment">https://www.airtransat.com/en-CA/travel-information/special-services/accessibility-special-needs-and-medical-equipment</a> |
| BREEZE AIRWAYS USA   | Required  | Not mentioned                          | No incorrectly labeled fields and/or not fillable | Email to <a href="mailto:get@flybreeze.com">get@flybreeze.com</a> with service dog in subject line | <a href="https://www.flybreeze.com/support?a=Trained-Service-Animals---id--ajkTK0GuSEiZb5exFfEkfg">https://www.flybreeze.com/support?a=Trained-Service-Animals---id--ajkTK0GuSEiZb5exFfEkfg</a>   |
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